

**WHAT IS CLAIMED IS:**

Sub Pt. 1 A telecommunications system, comprising:  
2 a packet switched network;  
3 one or more telephony devices coupled to said packet switched  
4 network; and  
5 one or more queues, coupled to said packet switched network, said  
6 one or more queues configured to receive forwarded calls from said one or  
7 more telephony devices and to forward said calls back to said one or more  
8 telephony devices when one or more predetermined conditions have been  
9 met.

1 2. The telecommunications system in accordance with claim 1, said  
2 packet switched network being H.323 compliant.

1 3. The telecommunications system in accordance with claim 2, said  
2 one or more queues including one or more timers for determining a  
3 predetermined delay during which time said calls are stored in said one or  
4 more queues prior to forwarding back to said one or more telephony devices.

1 4. The telecommunications system in accordance with claim 1, said  
2 one or more telephony devices configured to be able to request that said one  
3 or more calls be forwarded back to them.

1 5. The telecommunications system in accordance with claim 2, said  
2 one or more queues being defined as one or more H.323 callable entities.

1 6. The telecommunications system in accordance with claim 5, said  
2 one or more queues having one or more callable aliases.

1 Sub 2  
2 7 A method for processing calls in a telecommunication system, said  
3 method comprising:

4 receiving a first call at a telephony device on a network;  
5 receiving a second call at said telephony device while said first call is  
6 being processed;  
7 transferring said second call to a queue, said queue being definable as  
8 a callable device on said network; and  
9 transferring said second call back to said telephony device after a  
predetermined condition is met.

1 8. The method according to claim 7, said predetermined condition  
2 being expiration of a timer.

1 9. The method according to claim 7, said predetermined condition  
2 being notification that said telephony device has completed processing of said  
3 first call.

1 10. The method according to claim 7, wherein said telephony device is  
2 a hunt group proxy and said hunt group proxy processes said first call by  
3 searching for an available hunt group member.

1 11. The method according to claim 7, wherein said telephony device is  
2 H.323 complaint.

1 12. The method according to claim 7, wherein said network is H.323  
2 complaint.

1 Sub 3  
2 13. A system for processing calls in a telecommunications network,  
3 comprising;

4 one or more first callable entities coupled to said telecommunications  
network; and

5 one or more second callable entities coupled to said  
6 telecommunications network, wherein said one or more second callable  
7 entities are defined as queues for temporary holding of calls for said one or  
8 more first callable entities while said one or more first callable entities are  
9 processing other calls.

1 14. The system according to claim 13, wherein said one or more first  
2 and second callable entities are H.323 compliant.

Sub  
1 C4 15. The system according to claim 14, wherein said one or more first  
2 callable entities are configured to forward said calls to said one or more  
3 second callable entities while said one or more first callable entities are busy.

1 16. The system according to claim 15, wherein said one or more  
2 second callable entities are configured to forward said calls back to said one  
3 or more first callable entities after a predetermined period has elapsed.

1 17. The system according to claim 15, wherein said one or more first  
2 callable entities are configured to request said second callable entities  
3 transfer queued calls back when said one or more first callable entities are  
4 available.

1 18. The system according to claim 13, wherein said network is H.323  
2 compliant.